

DCFS Weekly Update From the State Office

Friday, January 19, 2001

From My Perspective

By Ken Patterson

The following questions and answers are a distillation of our Annual Outcomes Report for Fiscal Year 2000, which has been published. I will be presenting this information to the legislature this afternoon.

DCFS by the Numbers—Answers to Frequently Asked Questions for Fiscal Year 2000

1. How many reports of abuse and neglect does DCFS receive annually?

In fiscal year 2000, DCFS received 17,188 reports of abuse and/or neglect. The average over the past eight years is 16,900 reports of abuse and/or neglect.

2. How many of the reports DCFS received were "true?"

In fiscal year 2000, 35% of these reports were substantiated. The national average substantiation rate is 34%.

3. How many children were removed from their homes because of abuse and/or neglect?

The substantiated reports affected 8,714 children. Of these children, 87% remained at home, 13% (or 1,144) came, at least temporarily, into DCFS custody.

4. What happened to the children who came into DCFS custody?

Of the children who entered out-of-home care, 44% returned to their parents' care, 27% went to the homes of relatives, 14% were adopted, 7% were emancipated, and 4% were placed in the custody of Youth Corrections.

5. How long were these children in DCFS custody?

Those who returned to their parents averaged 10.3 months in out-of-home care. Those children who were adopted averaged 23.6 months in out-of-home care. Those youth who were emancipated had been in custody on average 36 months.

6. What happened to the children who remained at home?

After 12 months of having their case closed, 88% of these children were still living at home and had not been involved in another substantiated referral.

7. Did children who remained in their own homes receive services?

Over the last fiscal year, DCFS provided various types of home-based services to 9,107 children and their parents.

Practice Model Test Questions

By Midge Delavan

Every week we will try to send you questions about the Practice Model for you to test your knowledge about what you have learned from training sessions and experienced in your daily work.

1. Who selects the members for the family team?
 - a. The family
 - b. The caseworker
 - c. The Guardian ad Litem
 - d. a and b
 - e. None of the above
2. What is the best tool for finding extended family and community supports for a family?
 - a. Genogram
 - b. Family Systems Map
 - c. Social Network Map
 - d. Eco Map
 - e. a and c

This is an RMS Call—The DCFS Random Moment Sample Process

By Cosette Mills, Federal Revenue Manager

If you're a DCFS caseworker or supervisor, you've probably received RMS calls from the Department of Human Services (DHS) Office of Administrative Support. This article will provide answers to some of the more frequently asked questions on the RMS process.

1. What is the RMS?

RMS means Random Moment Sample. It is a process that uses random sampling of activities of direct casework staff and their supervisors to obtain a “snapshot” of how DCFS spends its time serving clients over a period of time. This statistically valid process, acceptable to the Federal government, enables DCFS to determine allowable costs for claiming Federal funds. DCFS is required to sample over 2,000 “moments” during each quarter (three-month period).

2. Why does DCFS have to bother with the RMS process?

In order for DCFS to claim Federal funds for administrative costs, DCFS must use a method acceptable to the Federal government to identify allowable activities. The RMS is one of the least intrusive processes available to meet this purpose. The RMS process enables DCFS to account for administrative costs based upon the proportion of time caseworkers and their supervisors spend on certain activities. (It also enables us to claim funds for staff not directly serving clients based upon the proportion of activities of those receiving calls.) Through this process, DCFS is able to claim millions of dollars annually from the Federal government.

3. Couldn't we use something other than the RMS to achieve the same purpose?

Yes, there are other methods for achieving this purpose, but generally they are significantly more cumbersome. For example, we could require workers to keep daily time sheets on which they log their client and non-client activities in 15-minute increments. Then these time sheets would have to be logged and reports compiled on a monthly or quarterly basis.

4. How does the RMS process work?

The RMS process works in basically three steps. First, the Office of Technology runs a computer program monthly that randomly selects workers and assigns them to randomly selected time slots during a given month. Second, employees from the DHS Office of Administrative Support (OAS) call and/or e-mail designated staff at the specific points in time to request information about their activities at that moment. Third, after responses are received from DCFS staff, DHS/OAS enters the information into a database and provides DCFS with a monthly report that shows the breakout of activities. This information is then used in calculating the amount of Federal funds DCFS claims.

5. What information needs to be reported when the RMS call is received?

Three types of information are needed. First, the caller will need to know if the worker is working on a specific case at the time of the RMS call. If yes, the client's name and case number or client ID number will be requested. (No client eligibility is required.) Second, the caller will ask which program area the worker is working in at the time of the call. Program areas include child protective services, home-based services, domestic violence, adoption, and foster care. A worker may also indicate that no specific program area is being worked in. Third, the caller will ask for a description of the worker's activity at the designated RMS time. The worker needs to indicate what activity is being performed at the time specified. The worker might report such things as conducting a family assessment, developing a case plan, attending court, participating in a case staffing, or placing a child, if involved in case-specific activity. If the worker is not involved with case specific activity, the reported activity might include such things as attending staff meeting or training, being on vacation, or performing administration tasks. *(For more information on reporting categories, see the attached documents.)*

If additional clarification is needed, the caller may ask for some additional details so that the reported activity can be coded in the correct reporting category.

6. What if the worker is away from the phone at the time of the call?

It's very important the persons receiving RMS calls respond as soon as possible. This results in more reliable reporting and reduces the follow-up required for OAS staff. Typically it requires up to three contacts per month to get all agency responses. This means that the OAS callers are often making over 6,000 contacts to DCFS staff to obtain the required information during a quarter. Our goal is to substantially reduce the number of contacts needed to obtain the required information.

The response can be given by phone to (801) 538-4256 or a response can be sent by e-mail to RMS in the GroupWise directory.

7. What type of documentation is required?

DCFS staff may want to document the RMS call in a personal phone log, if one is maintained. There is no requirement to document the RMS call in the client case record (hard copy or on SAFE). OAS maintains the primary documentation for the calls in a database.

8. Is there any advantage to reporting case activity for a child who is IV-E eligible?

No. The revised RMS process is only used to get a picture of casework activity conducted within DCFS in a given quarter. It is not tied to specific children and their eligibility. (Eligibility is factored into the administrative claim at the state office level using the actual counts of cases by eligibility code.)

9. Then what is the purpose of reporting client name and ID number?

The purpose of reporting the client's name and case or ID number is to verify in an audit that the individual was actually a DCFS client assigned to the worker, if applicable, at the time the RMS process was conducted.

10. Who is supposed to receive RMS calls?

Caseworkers and their supervisors, and domestic violence staff will receive calls through the RMS process.

11. Why am I receiving calls if I'm not a caseworker or supervisor?

The computer program that randomly selects worker names makes that selection based upon how the person's position is coded in the accounting system. If you're receiving calls and you're not a caseworker, supervisor of caseworkers, or a domestic violence worker, talk with your regional MSS to be sure your position has been correctly coded.

12. Why do I receive multiple calls monthly, sometimes within the same day?

It's just the way the random process works. The computer program that selects names and assigns them to specific points in time works in such a way that a specified number of random selections are made for DCFS each month. I picture it as one of those game shows in which an individual is in an enclosed box, trying to grab dollar bills as strong fans blow the money all around. (Too bad we can't give you extra dollar bills when you get the calls, but it is likely helping pay your salary!) However, an important difference is that when the computer grabs a name and a time slot and pairs them together, the names and time slots are not deleted from the pool, but remain and can be grabbed again and again.

If you want more information about the RMS process, please refer to the attached documents that define the actual reporting categories for DCFS staff. If you have additional questions about the RMS process, please e-mail or call me at the DCFS State Office, (801) 538-4058.

To Make Your Life Easier...Using SAFE Optimally

By Robert Lewis

Removing System Unknown Persons in CPS Cases

Sometimes CPS cases will come from Intake with “unknown” persons listed on them. During the investigation when the worker identifies the correct names of the persons involved, these unknown person records must be removed from the case. Here are the steps to remove an unwanted unknown person from a CPS case:

1. Open the Case window and click on the Person tab.
2. Add the correct persons to the case:
 - Open and search the Directory and Mainframe to see if the persons already have records in the system (if not, create a new record for the person);
 - Highlight the person(s) that should be added into the CPS case;
 - Click on Function on the Toolbar and select Person Selector;
 - Once all of the persons are all selected and added to the Currently Assigned pop-up window, click on the OK button. This will add the persons to the CPS case in the Case Contact section.
3. Now that the correct persons are listed on the Case, highlight each of the newly added persons and identify each of their Roles on the Case (e.g., Victim, Perpetrator, etc.).
4. Once the correct persons are on the case, the appropriate Victim and Perpetrator must be assigned to each Allegation:
 - Click on the General tab;
 - Double click on the first Allegation row—this will display the Allegation Record window;
 - Select the appropriate Victim and Perpetrator for the Allegation—complete this for each Allegation.
5. Now the correct Primary Victim for the case can be identified, if not currently correct:
 - Highlight the Unknown Victim who is the current Primary and change that person's Relationship to Unknown;
 - Highlight the person who is the correct Primary Victim and change their Relationship to Primary—this will make that person the Primary person on the Case.
6. Follow the same steps to correct the Relationship entry for all other Victims and Perpetrators on the case.
7. Delete the Unknown persons by highlighting the person, then do a Right Mouse Button (RMB) click and select Delete from the RMB menu. This will remove the person from the Case. (Once the changes have been Saved, the Case name in the Case Header will automatically display the Primary Victim's real name.)

**UTAH DEPARTMENT OF HUMAN SERVICES
DIVISION OF CHILD AND FAMILY SERVICES
RANDOM MOMENT SAMPLING FORM**

NAME

DATE

TIME

Section 1: Case Information

☐ 001 Working on a specific case:

☐ 002 Not Working On A Case

CLIENT ID NUMBER/NAME

Section 2: Program Information

Child and Family Programs

☐ 021 Child Protective Services

☐ 024 Adoption

☐ 022 Out-of-Home Care/Foster Care

☐ 025 Domestic Violence

☐ 023 Home Based Services

☐ 029 Engaged in Activities
not specific to any one program

Section 3: Activity Information

Case Specific Activity:

Eligibility Determination/Re-determination:

☐ 400 IV-E Foster Care

☐ 401 IV-E Adoption

Case Management:

☐ 501 Family assessment

☐ 502 Develop and implement service plan

☐ 503 Coordinate, arrange service delivery or
treatment resources as required by service
plan

☐ 504 Service plan reassessment

☐ 505 Record keeping, case documentation

☐ 506 Mobilizing & assisting in gaining access
to needed services

Child Protection/Family Support/Preservation:

☐ 600 Investigation of child abuse/neglect
pre-placement

☐ 601 Coordination of investigation of abuse/
neglect of child in facility/out-of-home
placement

☐ 602 Directly providing family support services

☐ 603 Directly providing family preservation services

☐ 604 Directly providing domestic violence treatment

☐ 605 Risk assessment and safety planning

Other Case Specific Activities:

☐ 800 Case staffing

☐ 801 Preparation for/ attendance at
court regarding placement

☐ 802 Preparation/attendance at
citizens review board

☐ 803 Preparation for, attendance at
administrative appeals
hearing/complaint resolution

☐ 804 Placement/re-placement of the
client (adoptive/foster home)

☐ 806 Recruitment/licensing of client
specific foster or adoptive home

☐ 807 Adoption referral, preparation for
placement

☐ 808 Foster care payment/adoption
subsidy/resolving payment issues

☐ 809 Transporting (non-medical)

☐ 810 Transporting (medical)

General Activity:

Training:

☐ 901 DCFS core training

☐ 902 University training

☐ 903 Permanency planning training

☐ 904 Foster care and adoptive
parent training

☐ 905 SAFE training

☐ 907 Other training

Other General Activities:

☐ 908 General recruitment/
licensing of adoptive/
foster parents

☐ 909 Staff meetings

☐ 910 Manual review,
professional/reference
reading

☐ 911 Travel (not client or case
specific)

☐ 912 Clerical tasks

☐ 913 Lunch, breaks, personal
business

☐ 914 Other administrative tasks
(travel vouchers, personnel,
administrative forms or reports)

☐ 915 Community presentations

☐ 916 QA reviews

Non-Response/Other:

☐ 997 Employee on leave

☐ 998 Employee not scheduled to
work at this time

☐ 999 Invalid response

Please Initial Here

Observer

Revision Date: October 3, 2000

INSTRUCTIONS FOR COMPLETING RANDOM MOMENT SAMPLE FORM FOR THE DIVISION OF CHILD AND FAMILY SERVICES

You have been selected at random to identify the program and the kind of activity you are engaged in at a randomly chosen moment. The information reported on this form, along with your co-workers' responses will be used to determine the allocation of administrative costs of the Division of Child and Family Services (DCFS) among the division's programs.

This document lists definitions for the program and activity codes listed on the Random Moment Sample (RMS) forms. Please respond accurately, describing what you were doing at the time of scheduled observation as specified on the form.

* * * * *

THIS IS NOT A DEVICE FOR EVALUATING YOUR INDIVIDUAL PERFORMANCE.

This information gathering is part of a statistically-based process for determining how workers proportionally spend their time on various activities. This statistical sampling process serves the same purpose, but in a much less intrusive manner, as extensive, time-consuming reporting of 100% of a workers time by activities on a daily and hourly basis.

At the time you are sampled, respond completely, accurately and timely.

COMPLETING THE RMS FORM

The RMS form you are completing is divided into three major sections. One selection must be made in each section. Complete as follows:

- Section 1: **CASE INFORMATION** - Indicate in this section whether or not you are working on a case and, if so, enter the specific client name and ID number.
- Section 2: **PROGRAMS** - Select the one most appropriate program area under DCFS Programs to which the activity you are performing at the selected moment is most closely related.
- Section 3: **ACTIVITY** - Select the one activity that best describes what you are doing at the selected moment. The codes in this section are organized into two groups:
- a. Case Specific Activity: These activities reflect work devoted to a specific individual client. This set of activities should always be selected instead of a general activity whenever you indicate in Section 1 that you **are** working on behalf of a specific client.
 - b. General Activity: These are activities that do not relate to work being done on a specific case, but relate to general job duties, training or time away from your work area. This section should always be used when you have indicated in Section 1 that you **are not** working on a specific case.

Once you provide information for these three sections, the RMS process is complete.

FOLLOWING ARE DETAILED INSTRUCTIONS FOR EACH SECTION OF THE RMS FORM ALONG WITH PROGRAM AND ACTIVITY DEFINITIONS.

1.1 SECTION 1 - CASE INFORMATION

Select one of the following codes:

- 001 Working on a specific case: If your work is directed toward a specific individual client, check this case code and enter the client ID number that identifies the ~~case or~~ client receiving the case related activity in which you are engaged at the time of the sample moment. If a client number has not yet been assigned, please enter the client name. (When this item is marked, you should also select an appropriate program code in section 2; then select an activity in the 400 to 800 series in Section 3.)
- 002 Not working on a case: If you are not engaged in an activity related to a specific client, check this case code. (When this item is marked, you should also select an appropriate program code in Section 2; then select an activity in the 900 series in Section 3.)

1.2 SECTION 2 - PROGRAM CODES

Report the program area you are working in at the selected moment by reporting only one program in Section 2. If you need help in determining which program to select, please refer to the following descriptions.

- 021 Child Protective Services: Activities to protect children whose physical, mental, or emotional well-being is threatened by parents, legal guardians or custodians. Investigation of allegations of suspected child physical abuse, sexual or emotional abuse, or child neglect/maltreatment while the child is in the family setting and preceding any removal of the child from the home. These children have not been adjudicated but may be candidates for foster care. (See definition of foster care candidate below.)
- 022 Out-of-Home Care/Foster Care: Activities performed by staff to arrange for, coordinate, or provide services to ensure the appropriate, safe care of children in DCFS custody placed in out-of-home care.

- 023 Home Based Services: Activities performed by staff to arrange for, coordinate or provide in-home services to a family when children are at risk of being placed in state custody, including foster care candidates. These activities may include case management, counseling, and in-home parenting education and training, household management skills, and incidental homemaker support services. A child is a candidate for foster care benefits if there is a defined care plan which clearly indicates that, absent effective preventive services, foster care is the planned arrangement for the child or there is an eligibility form which has been completed to establish the child's eligibility under title IV-E or there is evidence of court proceedings in relation to removing the child from home, in the form of a petition to the court, a court order or transcript of the court's proceedings, or there is equivalent documentation in the case record (such as case notes and assessment data) demonstrating that a decision has been made that, absent effective preventive services, foster care is the planned arrangement for the child.
- 024 Adoption: Activities performed by staff in reviewing petitions, supporting documents, conducting home studies, supervision, and other activities related to adoptions. Includes activities provided on behalf of adoptive families in crisis where the child in question has been legally adopted and any activity related to adoption assistance paid to adoptive parents on behalf of an adopted child with special needs.
- 025 Domestic Violence: Activities performed by staff to provide, coordinate, or arrange for services in cases where domestic violence has occurred.
- 029 Engaged in Activities Not Specific to Any One Program: Use this code if current activity is directed at more than one function; or if engaged in personal business, lunch, breaks, or other non-productive time.

1.3 SECTION 3 - ACTIVITY CODES

Report the activity you are performing by reporting on only one activity that best describes what you are doing at the selected moment. If you need help in determining which activity to check, please refer to the following descriptions. These descriptions include, but are not limited to, the range of examples identified for each code.

CASE SPECIFIC ACTIVITY (CODES 400 THROUGH 850):

- 400 Title IV-E Foster Care Eligibility Determination/Redetermination: Includes the determination and redetermination process, as well as, any activity necessary to gather and report required eligibility information on a timely basis for determining and redetermining client's eligibility for Title IV-E Foster Care services.
- 401 Title IV-E Adoption Eligibility: Includes the determination and redetermination process, as well as, any activity necessary to gather and report required eligibility information on a timely basis for determining and redetermining client's eligibility for Title IV-E Adoption Assistance.
- 501 Family Assessment: Activities include collection of assessment data, history information, and medical, psychological and related evaluations to identify the child's functional level; interviewing children and family members as needed to determine the child's needs; performing family assessment.
- 502 Develop, Implement, Modify Service Plan: Includes reviewing case file; assessing the presenting problem and its associated circumstances; making an inventory of available resources; arranging for medical, dental, and mental health exams; referral for assistance benefits or application for financial assistance; making collateral contacts; reviewing provider plans for the client; consulting with the court on the service plan; writing the service plan, and conferring with supervisory personnel in the actual development of the service plan, and other activities related to development and preparation of the service plan.

- 503 Coordinate, arrange service delivery or treatment resources as required by the service plan: ~~Any~~ Activities related to assisting the client to gain access to needed medical, social, educational, or other services. Includes coordinating, but not “providing” needed services in accordance with the client needs as specified in the service plan.
- 504 Service Plan Reassessment: Includes periodic monitoring of the effectiveness of services furnished under the service plan and revision of the plan as conditions warrant.
- 505 Record keeping, case documentation on service plan: Collection, summary, or entry of information related to documentation of client need as contained in the service plan, update of written plan information, or revision or addition of new information in the service plan. This activity does not include the preparation of reports and case notes documenting instances of the actual provision of social services or mental health treatment.
- 506 Mobilizing and assisting in gaining access to needed services: Includes mobilizing the use of natural helping networks, such as family members, church members and friends; development of increased opportunities for community access and involvement including assistance in the location of housing, community living skills, teaching vocational, civil and recreational service programs; and assisting children and their families to obtain services otherwise inaccessible or unavailable. This activity is to assist the client in gaining access to needed services and does not include actual provision of such services.
- 600 Investigation of child abuse/neglect (Pre-placement): Includes investigation of allegations of suspected child physical abuse, sexual or emotional abuse, or child neglect/maltreatment, which occurred while the child was in the family setting prior to any removal of the child from the home.
- 601 Coordination of investigation of abuse/neglect of child in facility/out-of-home placement: Includes tracking and coordination of investigation of allegations of child abuse or neglect of a child in an out-of-home placement, including foster care, department-arranged relative care, in a child caring facility, or in a secure or institutional setting.

- 602 Directly providing family support services: Activities include directly providing services (rather than coordinating or arranging for services) to a family who is not eligible for intensive family preservation services but who is in need of support services in order to alleviate the risk of removal of the child from the home. Such services may include counseling, advocacy, education/skill building, and concrete services, such as, housing, utilities, transportation, etc. This activity includes the preparation of reports and case notes documenting instances of the actual provision of social services.
- 603 Directly providing family preservation services: Activities include directly providing services (rather than coordinating or arranging for services) such as counseling and other in-home family services provided to alleviate emergency conditions affecting a child or family which threaten the child's ability to remain in the family home. These may include in-home services, such as, parenting education and training, household management training, and incidental homemaker support services to alleviate the emergency condition. This activity includes the preparation of reports and case notes documenting instances of the actual provision of social services. These services may be provided for a period up to 120 days (90 days plus 30 day extension).
- 604 Directly providing domestic violence treatment: Activities include directly providing mental health treatment services (rather than coordinating or arranging for services) for victims or perpetrators of domestic violence. This activity includes the preparation of reports and case notes documenting instances of the actual provision of treatment services.
- 605 Risk Assessment and Safety Planning: Activities to perform a risk assessment or to develop a safety plan in a child protective services investigation or in a domestic violence intervention.
- 800 Case Staffing: Includes formal review of the case including formulation of revisions in the service plan based on the case staffing; meeting with supervisor, providers, and/or other related agencies to discuss the progress of the client.

- 801 Preparation for/attendance at court regarding placement: Activities include preparation and verification of complete factual presentation to the court; drafting and review of reports; consultation with supervisory personnel, legal counsel and other involved parties during the report drafting process; interviewing relevant individuals in preparing court reports; also includes time spent in appearing or otherwise participating in a Judicial Hearing. This includes travel time as well as time spent on location awaiting the hearing.
- 802 Preparation, attendance at Citizen Review Board: Includes information gathering, preparation of documents or reports, their submission, providing additional information as requested; also includes time spent in meetings with board or board members, or travel to meetings and review.
- 803 Preparation for, attendance at administrative appeals hearing/complaint resolution: Includes information gathering, preparation of documents or reports, their submission, providing additional information as requested, attendance at administrative hearing appealing the results of CPS investigation, reduction in a benefit, etc. or resolving complaints arising in regard to a case or policy.
- 804 Placement/replacement of the client (adoptive or foster home setting): Includes contacting potential care providers; consultation with supervisory personnel; processing of required legal and Departmental documentation; informing the current care provider of the details of the change of care placement; coordination among all parties involved for the date of transfer; conducting a pre-placement visit or conference (with or without the client) to the new provider; physical placement of the client with new care providers; and replacement assessment; preparation for removal from placement; pre-placement visits; notification of custodian; emergency interim placement; and alternate placement.
- 806 Recruitment/licensing of child-specific foster or adoptive home: Activities related to the identification and recruitment of foster or adoptive care givers on behalf of a specific individual or sibling group. Includes interviewing prospective parents, the initial home study, and activities related to the certification or licensure of the care giver(s).

- 807 Adoption referral, preparation for placement: Referral of a child or sibling group to an adoption unit for activities related to the permanent placement of a child. This may include consultation with the child, family members, or staff of the adoption program; the gathering, preparation, and submission of information needed by adoption staff; and accompaniment of the child on pre-placement visits with prospective adoptive parents.
- 808 Foster care payment/adoptive subsidy/resolving payment issues: Any activities related to determining the level and rate for foster care or adoptive subsidy payment. This may include collection or submission of information about a child or sibling group; and/or consultation with the child's care or service providers regarding any special needs of the child. This also includes resolution of payment issues on behalf of a child's foster or adoptive family.
- 809 Transporting (Non-Medical): Activities designed to enable persons to travel to and from facilities to receive needed services exclusive of Medical Services. This includes going to and returning from client location and transportation for parental visitation, court, case review, and placement. Any other transportation should be identified with the activity for which the transportation is taking place.
- 810 Transporting (Medical): Activities designed to enable persons to travel to and from facilities to receive needed medical services. This includes going to and returning from client location.

GENERAL ACTIVITIES (CODES 900 THROUGH 950)

The activity codes in the 900 series are not specific to any one case and can be used with any program code in Section 2. This series of codes must be used only in combination with Code 002: Not Working on a Case in Section 1.

- 901 DCFS Core Training: Participation in all initial in service training classes.
- 902 University Training: Participation/attendance in university classes approved for social work training and advanced degrees.
- 903 Permanency Planning Training: Participation in training classes regarding permanency planning.

- 904 Foster Care and Adoptive Parent Training: Providing training to foster care and adoptive parents to facilitate interim and permanent placements.
- 905 SAFE Training: Participation in SAFE (SACWIS) related training of case workers.
- 907 Staff Development and Training/Other Training: Participation in approved organized training, including conferences, seminars, and workshops.
- 908 General recruitment of adoptive or foster parents: Includes identification of prospective foster care and adoptive parents; initial home study (not child-specific); interim monitoring of facilities; initial certification; registration; re-certification; adoptive home studies (not child-specific).
- 909 Staff Meetings: Participation in scheduled unit or team meetings, office-wide meetings; discussion with a supervisor not related to a specific case.
- 910 Manual Review, Professional or Reference Reading: Includes reviewing the procedures or policy manual, reference literature and other professional documents not related to a specific case.
- 911 Travel (Not Client Specific): Work-related travel away from employees' workstation. For client-related travel, see also codes 801 and 806.
- 912 Clerical Tasks: Includes photocopying, filing, typing, data entry, mail distribution, and other activities (not case specific).
- 913 Lunch, Breaks, Personal Business: Includes scheduled break time, office social events, mealtimes, activities of a personal nature.
- 914 Other Administrative Tasks: Includes the completion of required forms and paperwork not related to a specific case or client, including personnel forms, travel or reimbursement requests, and other necessary or required reports or procedures.
- 915 Community presentations: Preparation and delivery of information regarding Departmental activities, goals, or needs to community groups or members of the public.
- 916 Quality assurance reviews: Comprehensive review of case record or other client-related documents that assures compliance with federal, state, or judicial requirements.

FOR OBSERVER USE ONLY

- 997 Employee on Leave: Paid absence, for example, sick, vacation or personal leave. May also include approved educational leave and jury duty or military reserve duty.
- 998 Employee not Available: Employee not scheduled to work at time of sample (example, flextime or part-time employment).
- 999 Invalid Response: Leave without pay, position vacancy, incorrect RMS identification or uncorrected response in error.

Note: When using codes 997-999, skip Sections 1, 2, and 3.